DILLENGR INC

INNOVATE • DESIGN • ENGINEER • APPLY
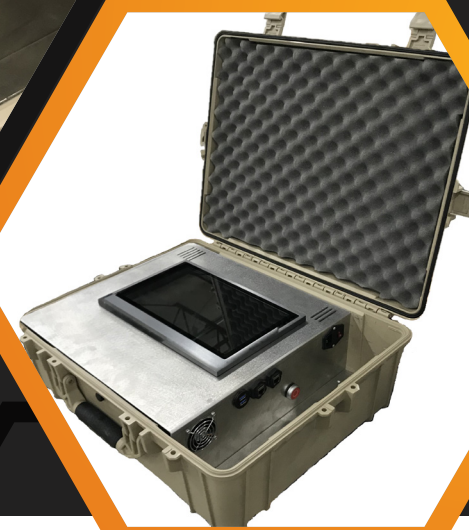
ALWAYS ON

Remote Troubleshooting Apparatus (RTA)

PRIMARY FUNCTION

The primary function of the RTA is to allow an engineer/technician to troubleshoot and program PLCs and other critical components remotely via an **encrypted connection**.

CONNECTIVITY

To ensure connectivity between the gear and the remote engineer/technician, the RTA comes equipped with the following internet connection methods:

- Wi-Fi/LTE HotSpot
- Cellular SIMcard
- Ethernet LAN

In addition to connecting directly to your equipment, the RTA comes with a **webcam** & tripod to give our engineers a real-time visual.

PRE-PROGRAMMED

For ease of use, the RTA arrives on site with IP configurations pre-programmed for compatibility with the existing equipment (although these can be changed remotely). In addition, all necessary programming software will be on the PC component.

PLUG & PLAY

With the RTA, it is as simple as connecting a few prelabeled cables, following a short list of instructions to get it up and running.

EASY SETUP
EASIER TO USE

Once the quick setup process is complete, the customer will be able to establish a remote connection with one of our engineers. The RTA can be monitored and assisted by a single person on site; simply by following the instructions of the remote engineer.

After completing any additional setup and booting the components, the engineer is able to gain access to the switchgear by connecting a direct line to the RTA.